

**ID11160043 - Department of Commerce
IT Support Services
Solicitation Questions and Answers**

No.	Section/Title	Questions
1	24x7x365	Is there no need for Tier 1 support during off hours?
2	Tier 1 Support	We understand that Tier 1 support was previously required to be provided offsite. Can the government verify that there is room for Tier 1 is to be
3	Remote Control Tool	What is the remote control tool used to assist and resolve customer incidents?
4	Cable Technicians	cable technicians. Can the government provide an estimate of how much cable is being performed monthly?
5	P. 36, C.4.8. Task 8 – HSPD12	Can the government clarify if we are to be providing and printing the CAC card for the employee or only
6	RFQ - Section C.4.6	escalation above Tier II is required?
7	RFQ SOW - Task 6 - IT SERVICE DESK Support	LANdesk is referenced. LANdesk has a wide range of products. Which LANdesk products are in use the
8	RFQ SOW- Subtask 4.6.2: Tier 2 Support	What does Provide 24/7/365 support to DOC Secreta
9	N/A	What system is used for Automatic Call Distribution (ACD) calls? Will the awarded contractor manage the ACD system?
10	RFQ SOW- Task 10 - Cloud Migration Support	What is the DOC's timeline or schedule for Migrating existing virtualized server environment to the cloud?
11	ODC's	What products comprise the \$1,157,354 ODC line iter
12	General	Is the contract responsible for the vendor selection process of product purchases?
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14	General	Is there an acquisition forecast for products for the ne
15		Is there a hardware asset schedule that provides acqu
16	C4.11 Task 11	Has the DOC/OCIO chosen a location for a potential proposed redundant site. If so can this information be shared?
17	C1 Purpose	Are any of the locations requiring support listed on National, State or local historical registers?
18	C1.2 Background	Will the awardee have input and/or representation in the Enterprise Architecture Advisory Group?
19	General	Has DOC/OCIO standardized on a cable plant and/or equipment rack vendor?
20	C.4.12 Task 12, pg. 40	The first bullet in this section mentions "conducting daily health check of VTC systems and components". What VTC systems are being used currently?
21	C.4.3 Task 3, pg. 23	The third bullet on page 23 states that, "ServiceNow is purchased as a service for the government and operated by the contractor." Can the government provide the ServiceNow modules that are under license. For example, specific listing such as Performance Analytics, Orchestration, Project Management, Financial Management, HR Management, etc.
22	C.4.3 Task 3, pg. 24	The fourth bullet on page 24 states that offerors are to "provide artifacts to support Accreditation and Authorization activities." What is the historical or recent level of effort needed to support this requirement?
23	C.4.4.Task 4, pg. 26	What is the reporting structure and process flow for incident notification/remediation between the following: a. HCHB SOC, DoC ICIR, ESOC/IR, USCERT
24	C.4.4.Task 4, pg. 26	Will HCHB SOC remediate security incidents within these larger bureaus? (E.g.; USPTO, NOAA, NIST, ITA and Bureau of Census)
25	C.4.4.Task 4, pg. 26	Where does the WebSense scanning demark end with each of the supported bureaus?

26	C.4.5.1 Subtask 1, pg. 28	The third bullet on page 28 states, "Manage and maintain GPOs, Active Directory, DNS, File/Print server." What is HCHB GPO hierarchy?
27	C.4.5.1 Subtask 1, pg. 28	The third bullet on page 28 states, "Manage and maintain GPOs, Active Directory, DNS, File/Print server." Are there Business Units specific GPO branches?
28	C.4.5.1 Subtask 1, pg. 28	The third bullet on page 28 states, "Manage and maintain GPOs, Active Directory, DNS, File/Print server." How often are GPO's updated?
29	C.4.5.1 Subtask 1, pg. 28	The third bullet in this section mentions active directory (AD). What tools are currently being used to manage AD?
30	C.4.5.1 Subtask 1, pg. 28-29	Is HCHBNet using any automated tools for Systems Administration tasks? If so, which tools are you currently using?
31	C.4.6 Task 6, pg.31	The tenth bullet on page 31 states, "Surge projects and technology enhancements." Can HCHB provide past surge trend and future (FY17/18) project forecast. This will help contractor price.
32	C.Subtask 4.4.1, pg. 26	The first bullet on page 26 states, "Actively monitor the HCHB network infrastructure and network audit logs for potential breaches in security and implement appropriate remediation. Remediate security problems identified by the security Operations Center(SOC) or another responsible source." Does the HCHB SOC have full autonomy to remediate security incidents and will this entity work directly with C-CERT?

33	C.Subtask 4.4.1, pg. 26	The second bullet on page 26 states "Provide real time monitoring and situational awareness of security events and first tier incident response and escalation to the DOC Enterprise Security Operations Center (ESOC) per DOC incident response policy and procedures." What is the difference between "Potential Breaches" vs. "Security events"? Each seem to have their own path to remediate. For example, one requires escalation to ESCO where the former does not.
34	C.Subtask 4.4.1, pg. 26	The last bullet on page 26 states the offers is to "provide HSPD-12 implementation support." On page 36, the RFP states that there are "approximately 1500 users using HSPD-12 PIV cards." For the HSPD-12 implementation across all bureaus, what percent of the end user population has been rolled over to PIV?
35	C.Subtask 4.4.3, pg. 27	Would the Government please provide the date of DoC's last security audit?
36	C.Subtask 4.4.3, pg. 27	Would the Government please provide an estimated number of POAMs the awardee inherit?
37	C.Subtask 4.6.2, pg. 32	The last bullet on page 32 states that the offeror is to "Provide 24/7/365 support to DOC Secretary and staff." Can the government clarify the level of effort conflict between the government's suggested levels of staffing provided in Section C.4 and industry best practices staffing required to provide 24/7/365 Service Desk staffing and support? Providing 24/7/365 support would necessitate exceeding the governments' recommended staffing levels.
38	TOR Attachment: All Incident By Category, pg. 1-2	Please provide the subcategorization of security incidents, as the supplied RFP information does not provide a breakdown regarding incident type.
39	Reading Room Documents	What is "sunflower software," as referenced in the reading room documents describing the distribution of tickets and their various resolution codes?
40	Reading Room Documents	Could the Government please describe the modules or components of the sunflower suite being used?

41	Reading Room Documents	When reviewing ticketing information, approximately 35% of those tickets are classified under the LAN category. Could the government provide a further breakout of LAN classification, e.g. . provide a sampling of tickets so offerors can have a better picture of what LAN includes?
42	Reading Room Documents	The reading room documents mention SPLUNK, however within the RFP, McAfee is noted as the SIEM tool. How is Splunk being used?
43	Reading Room Documents	Is the Splunk product in production and how much data does it store?
44	Reading Room Document - All_Incident_by_Category_for_Last_year	Based on the All_Incidents_by_Category_for_Last_Year document, please define or describe what an “Accellion SFT” incident is so that we may better understand the ticket categorization process. This category shows as being ~35% of all incidents.
45	Reading Room Document - All_Incident_by_Category_for_Last_year	Please describe or identify the specific Accellion products used. i.e.: Accellion Content Collaboration, and/or Accellion File Transfer.
46	Reading Room Document - All_Incident_by_Category_for_Last_year	Based on the All_Incidents_by_Category_for_Last_Year document, please define or describe what a “Windows” incident is so that we may better understand the ticket categorization process. This category shows as being ~17% of all incidents.
47	Reading Room Document - All_Incident_by_Category_for_Last_year	Based on the All_Incidents_by_Category_for_Last_Year document, please define or describe what a “Empty” incident is so that we may better understand the ticket categorization process. This category shows as being ~8% of all incidents.
48	Reading Room Document - All_Incident_by_Category_for_Last_year	Based on the All_Incidents_by_Category_for_Last_Year document, please define or describe what a “Network” incident is so that we may better understand the ticket categorization process. This category shows as being ~1.7% of all incidents.

49	Reading Room Document - All_Incident_by_Category_for_Last_year	Based on the All_Incidents_ResolutionbyTier_for_Last_Year document, please define or describe what a “LAN” and a “NOC” incident are. These two categories represent ~36% of all incidents resolved.
50	Reading Room Document - All_Incident_by_Category_for_Last_year	Please clarify discrepancy in Incident data totals being that the: a) All Incidents by Category has 22,226 total; b) All Incidents by Priority has 24,446 total; and c) All Incidents ResolutionbyTier as 26,948 total.
51	Reading Room Document - All_Incident_by_Category_for_Last_year	Please provide the resolution of tickets at the Tier 1 vs. Tier 2/3 level.
52	Reading Room Document - All_Incident_by_Category_for_Last_year	Based on the All_Incidents_by_Category_for_Last_Year document, please provide the average work time per ticket.
53	Reading Room Document - All_Incident_by_Category_for_Last_year	Please provide the call abandon element and call wait time.
54	Reading Room Document - All_Incident_by_Category_for_Last_year	Please provide the average (mean) time to resolve metrics.
55	Reading Room Document - All_Incident_by_Category_for_Last_year	Please provide the average work time per incident ticket.
56	Reading Room Document - All_Incident_by_Category_for_Last_year	Please provide the average wait time per incident ticket.
57	C.4.8 Task 8 - HSPD-12 Personal Identification Verification Support - An analysis of Task 8 implies that the Government’s proposed billet of Systems Engineer (Senior level) (SE,Sr) will be performing the paperwork - but also handles/controls servers, AD, etc. He/she manages logins to secure devices and the network.	Can the Government clarify that the paperwork is done by the SE, Sr as well as the server, Active Directory, secure devices? Or is the narrative about the paperwork intended to be a description of the Government’s policy/processes?.

58	TOR Section C, Paragraph C.3.C, page 17 - The TOR states: SCOPE, Work at remote sites interconnected with the HCHB and HCHBNet are also within the scope of this task order.	<p>What remote sites are interconnected to HCHBNet?</p> <p>How far away are they and what type of support is required to be provided?</p>
59	TOR Section C, Paragraph C.4.3, page 22 - The TOR states: Cable plant and cable moves, adds, and changes associated with office renovation (CD410's) but not HCHB building renovation are within the scope of Task 3.	The Government has provided workload for Network Port Activation: Moves, Adds, and Changes Historical Tickets. However, can the Government provide a workload estimate for the number of Cable plant and cable moves, adds, and changes?
60	TOR Section C, Paragraph C.4.3, page 22 - Section J, Attch E, Change Control Board/Configuration Management, Paragraph 8, page 10	<p>The TOR states: Provide NOC and SOC operations during core business hours, which are 7:00 a.m. – 6:00 p.m. Monday through Friday (except Federal holidays); special weekend/nighttime requirements (e.g., maintenance and upgrades); and emergency after-hours on-call staff support (including contact information) for assistance at all other times. The Contractor shall obtain approval from the GTR and COR for work outside core business hours.</p> <p>The Change Control Board document states: 8. Monthly Maintenance Window...To establish change culture in the HCHB computing environment, the CCB has designated the third weekend of each month as a regularly occurring OCIO monthly maintenance weekend with the exception to the month of September due to year end fiscal year financial processing. The maintenance window is established as the third Friday of each month beginning at 9PM EST to the following Sunday at 2AM EST. All changes impacting the HCHB production infrastructure and services will be scheduled during this time including any routine maintenance or testing (e.g. system failover/redundancy testing). Other service impacting changes may continue to occur outside of this maintenance window, however these changes will be declared by the change manager as</p>

61	TOR Section C, Paragraph C.4.3, page 23 - The TOR states: The Government will procure CISCO smartnet through a separate contract vehicle.	Will the contractor have access to the smartnet account for troubleshooting, downloading CISCO images, and replacement of hardware?
62	TOR Section C, Paragraph C.4.3, page 23 - The TOR states: Perform remedial maintenance after hours, during periods when it does not disrupt or impede the DOC customers	Does this refer to the Maintenance Window identified in the Change Control Board document? Can after hours maintenance occur at any time outside of this maintenance window?
63	TOR Section C, Paragraph C.4.3, page 23 - The TOR states: • The Contractor shall also support moves, adds and changes for analog, IITSDN,...	Can the Government verify that IITSDN is an acronym for Integrated Information Technology Services Digital Network?
64	TOR Section C, Paragraph C.4.3, page 24 - The TOR states: Provide administrative, analytical and implementation support to DOC customers for services offered under the WITS 2003, Networx and the GSA follow-on contract to WITS3 and Networx task orders. Provide consulting support to assist with the technical aspects of the disconnection and transition from WITS 2003 and Networx to the GSA follow-on contracts.	Can the Government provide an estimated number of these types of support and how scope determination will be made for these services?
65	TOR Section C, Paragraph C.4.3, page 24 - The TOR states: Review network aspects of building renovation design. Review GSA construction concepts, designs and other material and drawings as they relate to network and telecommunication renovation activities. Provide comments and recommendations with respect to network aspects of building renovation, i.e., cable plant, network servers, internetwork operating system, other network subsystems, racks, cable paths, power, cooling, monitoring, and security.	Since renovation is ongoing, can an estimated number of this type of support be provided?

66	<p>TOR Section C, Paragraph C.4.6.3, pages 33 and 35 - The TOR states:</p> <ul style="list-style-type: none"> • Proactively monitor Automatic Call Distribution (ACD) calls, Incidents and Service Request work flows, processes and queues to immediately identify and address performance issues that will impact the delivery of services to users.... 	<p>Will the Government verify the current call distribution system is Contractor-owned and operated on DOC GFE equipment?</p> <p>Will the Government identify the current ACD system in use, including software, version and GFE equipment in use?</p> <p>Will the Government identify how many agents the ACD system is expected to provide service to?</p> <p>Will the Government provide any custom scripts, algorithms, routing strategies, or rule-based sets of instructions previously developed under the current contract for use in the ACD at DOC?</p> <p>Does the Government require the contractor to provide an on premises ACD, or will other approaches be considered?</p> <p>Is the Interactive Voice Response System (IVR) discussed above a separate DOC system, a required feature of the ACD system to be provided by the contractor, or achieved by an interface from the ACD?</p>
67	<p>TOR Section C, Paragraph C.4.12, page 40 - The TOR states: The contractor will provide support to ensure that the audio visual and video teleconferencing systems are operating at optimal level.</p> <p>Support daily VTC operational and maintenance activities to include conducting daily health check of VTC system and components. Respond to ticket assignments and provide resolution.</p>	<p>Can the types of VTC equipment to be operated and maintained be provided?</p> <p>Can the number of VTC centers be provided?</p> <p>Can the number and types of events that occur be provided?</p>

68	TOR Section H, Paragraph H.9 3.i, page 66 - The TOR States: For all contractor-owned systems for which performance of the contract requires interconnection with a DOC network on which DOC data will be stored or processed, the contractor shall...	Will the Government provide a list of all current contractor-owned systems requiring interconnection with a DOC network?
69	TOR Section J, Attch D, Vulnerability Scanning and Patch Management, Paragraph 6.F.1, pg. 2 - CITR-016 states: Vulnerabilities shall be remediated within 30 days of discovery for FIPS 1999 high impact systems, 60 days for moderate impact systems, and 90 days for low impact systems.	Are there counts of how many of each type of system
70	TOR Section J, Attch B, Master SLA Document	Can you provide a listing of, or the number of laptops, local and network printers, scanners, blackberry devices called out in this document?
71	Section C:, Pg. 16, C.4.13, third major bullet	The RFP states: "The Contractor shall provide full end-to-end support to produce, broadcast and archive events for on-demand viewing." The RFP does not identify a time period (duration) for maintaining archives online for on-demand viewing. How long must these archived events be maintained online for each iteration?
72	Pg. 41, C.4.13, major bullet 11	Is the government currently providing Live Webcast Streaming Support (Optional) at this time, or is it being provided by an incumbent contractor, or is this new work?
73	Section C.1, pg. 12	Solicitation identifies that awardee will provide service desk support for the DOC/Office of the Secretary and three OUs. Can the Government provide details around the number of supported personnel in these OUs? What unique hardware/software platforms are in place for these OUs?
74	Section C.2, pg. 14	Solicitation indicates that DOC is focused on Phase 2 of the HCHB upgrade plan. Can the Government provide specific details on the current status of that plan, to include schedule, milestones, technology strategy, etc.?
75	Section C.2, pg. 16	What is the DOC definition of a service request?

76	Section C.4, pg. 18	Solicitation provides an estimated level of effort for each of the SOW tasks. Was this estimate based on current LOE for these tasks?
77	Section C.3, pg. 17	What is the DOC definition of an incident?
78	Section C.4, pg. 20	Solicitation identifies project related deliverables for submission as part of these tasks. Are there existing PM tools or systems in place that DOC will require vendors to use or can bidders propose new tools and templates for project-related deliverables?
79	Section C.4.3, pg. 23	Solicitation indicates vendors will manage current, detailed HCHB network infrastructure diagrams and drawing. What application does DOC currently use to manage these products? Can the Government provide access to current diagrams/drawings?
80	Section C.4.3, pg. 23	Solicitation indicates vendors will coordinate with the Government on analog phone service and the Government maintains the contract with the providers. What are the steps vendors will take for ticket escalation with the third-party service provider?
81	Section C.4.3.1, pg. 24	Is someone currently physically monitoring or sitting in the Data Center for Task 4.3.1 (Maintain access control)?
82	Section C.4.4.1, pg. 26	Solicitation identifies tasks to support HSPD-12 implementation. Are the HSPD-12 requirements in Task 4 separate and distinct from what is outlined in Task 8 HSPD-12 PIV Support?
83	Section C.4.4.1, pg. 26	What is NOC on-site COOP support for related office of the secretary (OSEC) personnel at designated COOP locations?
84	Section C.4.4.3, pg. 27	Are the 9 modules for ServiceNow already implement
85	Section C.4.4.2, pg. 27	Solicitation outlines specific test requirements across a number of technical areas. Can the Government provide current test plans for review and analysis prior to bid submission?
86	Section C.4.5, pg. 28	Solicitation indicates vendors will install and rebuild servers and perform HW and device configuration on GFE equipment. What is the process for submitting requests for new HW and device requisition outside to scope of procuring via ODCs on this contract?

87	Section C.4.6, pg. 30	Solicitation indicates vendors will establish and maintain a Tier 0 self-service capability. What specific attributes does the Government require be included in that Tier 0 capability?
88	Section C.4.6, pg. 31	Can the creation and support of Tier 0 commence prior to the 9/15/2017 Task 6 start date?
89	Section C.4.6.2, pg. 32	Solicitation indicates vendors will provide 24/7/365 support to DOC Secretary and Staff. How many specific personnel does this requirement include? What unique devices and hardware do these personnel use? Does this include on-site and off-site (both CONUS and OCONUS) support?
90	Section C.4.8, pg. 38	Solicitation indicates vendors will provide enhancement to integrate two-factor authentication for applications using PIV cards. Are these applications built on OAuth standards or proprietary authentication frameworks? Are there existing APIs in use at DOC for integrating two-factor with PIV? Is DOC using an existing commercial platform for 2FA or to provide one time passwords?
91	Section C.4.10, pg. 39	Solicitation excludes cloud platforms which DOC/OCIO will procure from another source or which the Contractor will purchase under the ODC CLIN. Can the Government clarify the intent of this statement?
92	Section C.4.11, pg. 40	Solicitation indicates vendor will develop a plan to stand up a redundant site to support HCHBNet services. Is this requirement restricted to a physical site (i.e., a data center) or a virtual, cloud-based environment?
93	Section C.4.13, pg. 41	Contractor must provide equipment necessary to produce the webcasting events. (Task 13) Is this part of ODC purchase?
94	Section J, Attachment S	Can the Government define how the call abandonment metric is measured? Example: Caller in the queue waiting for support and hangs up?
95	General	Can the Government share results of the SLA performance for the last 12 months? (General)
96	Section C.4.11	In Section C.4.11, the Task Order Request states that "The Contractor shall provide hardware, software, and process innovations that depart from the existing technical architecture ..." Does the word "innovations" in this context refer to hardware, software, and processes (i.e., hardware innovations, software innovations, and process innovations) or is the Contractor only required to provide process innovations?

97	Section C, Para 4.6, pg. 30-31	What is the current Tier 0 support system being used by the IT Service Desk, and are any upgrades planned for it?
98	Section C, Para 4.6, pg. 32	Does Help Desk support COTs and/ or custom applications owned or used by HCHB?
99	Section C, Para C.4.12, Page 41	What is the current technology (i.e. Polycom, Cisco, other) being used to support the VTC capability at the Department of Commerce?
100	Section C.4.6	Who provides Tier III Service Desk Support if escalation above Tier II is required?
101	Task 6 - IT SERVICE DESK Support	LANdesk is referenced. LANdesk has a wide range of products. Which LANdesk products are in use the DOC?
102	Subtask 4.6.2: Tier 2 Support	What does Provide 24/7/365 support to DOC Sec
103	General	What system is used for Automatic Call Distribution (ACD) calls? Will the awarded contractor manage the ACD system?
104	Task 10 - Cloud Migration Support	What is the DOC's timeline or schedule for Migrating existing virtualized server environment to the cloud?
105	General	What products comprise the \$1,157,354 ODC line
106	General	Is the contract responsible for the vendor selection process of product purchases?
107	General	Is there any hardware coming to end of life? Will DOC provide a list of hardware coming to end of life?
108	General	Is there an acquisition forecast for products for the next 4 years? Will DOC provide an acquisition forecast for products?

109	General	Is there a hardware asset schedule that provides acquisition dates? Will DOC provide an acquisition schedule?
110	General	What tools does DOC currently have in place relevant to the operation of this contract?
111	Section - C4.11 Task 11	Has the DOC/OCIO chosen a location for a potential proposed redundant site? If so can this information be shared?
112	Section - C1 Purpose	Are any of the locations requiring support listed on National, State or local historical registers?
113	Section - C1.2 Background	Will the awardee have input and/or representation in the Enterprise Architecture Advisory Group?
114	General	<p>Is there a(n) historical record of surge projects?</p> <p>Is there an anticipation for any surge work?</p>
115	General	Perform work on all phases of data security, quality control, data recovery and backup during the migration process". What is being migrated?
116	Section C4.3 Task 3	<p>This applies to the Operating Units and commercial entities in the HCHB as well as any of their remote sites that have migrated to the HCHB network infrastructure.</p> <p>Can you define the commercial entities and specify scope of remote sites?</p>
117	Section C4.3 task 3	Will the commercial entities be connected to HCHBNet and if so can you define the connection?

118	Section C4.3 task 3	Can you define specific applicable Network, Security, Application and/or end user support expectations for the commercial entities?
119	Section C1.3	Does the DOC publish and adhere to an APL for mobility clients or is the expectation that all BYOD devices will be supported?
120	Section C 4.3 task 3	<p>The Government will procure CISCO smartnet through a separate contract vehicle. All other maintenance agreements will be reimbursable under the ODC CLIN</p> <p>With the Cisco Smartnet support being purchased outside this contract will the separate contract also provide tracking of Cisco maintenance agreements or is that responsibility part of this effort?</p>
121	Section C 4.3 task 3	<p>The contractor shall also support moves adds and changes of analog, IITSDN, T1, T3, special circuits, ATM from the local carrier for faxes, modems, elevator, and STE.</p> <p>Is the contractor coordinating these efforts or providing ancillary support to test after MACS have occurred?</p> <p>Review network aspects of building renovation design. Review GSA construction concepts, designs and other material and drawings as they relate to network and telecommunication renovation activities. Provide comments and recommendations with respect to network aspects of building renovation, i.e., cable plant, network servers, internetwork operating system, other network subsystems, racks, cable paths, power, cooling, monitoring, and security</p> <p>Are there any SCIFs planned as part of construction and if so is the contractors' responsibility to provide SCIF buildout and SCIF approval guidance?</p>
122	General	Can an inventory of VTC and UC infrastructure be

123	TOR Section C.4.2 Task 2 – Project Management Support, page 20	<p>The TOR states: Update and manage project deliverables, <u>risks registry</u>, tasks and work packages, and contractor resources</p> <p>Can the Government provide a copy of the current risks registry</p> <p>Is the risks registry maintained by the ITSS contractor under this TO?</p>
124	TOR Section C.4.2 Task 2 – Project Management Support, page 20	<p>The TOR states: Conduct recurring (weekly or bi weekly) and ad hoc status meeting with <u>DOC shared services</u> and program management team(s).</p> <p>Can the Government provide more information on DOC shared services?</p> <p>Are the functional areas of Acquisition, Financial Management, Human Resources, and Information Technology considered to be “shared services”?</p>
125	TOR Section C.4.2 Task 2 – Project Management Support, page 20	<p>The TOR states: Coordinate all aspects of planning and deployment with DOC, <u>IT support contractors</u>, and other government personnel and key stakeholders</p> <p>Can the Government identify other “IT support contractors” that the ITSS contractor is required to coordinate with?</p>

126	TOR Section C.4.2.4 Subtask 4 - Prepare a Project Management Plan (PMP), page 21	<p>Section C.4.2.4 requires the PMP to have the following:</p> <ul style="list-style-type: none"> • Proposed management approach • Detailed Standard Operating Procedures (SOPs) • Milestones, tasks, and subtasks • A Work Breakdown Structure (WBS) and • A Quality Control Plan (QCP) <p>Are these the only requirements for the contractor's PMP?</p> <p>Is the contractor's PMP required to include other areas recommended by PMBOK guidance (e.g. Human Resources Plan, Communications Management Plan, Risk Management Plan, Procurement Management Plan, etc.)?</p> <p>Are Standard Operating Procedures (SOPs) currently available for all tasks?</p> <p>If so, can the Government provide copies?</p> <p>If not, is the contractor required to identify, develop, and implement new SOPs.</p>
127	Section C.4.3 Task 3, page 23	<p>The TOR states: "Receive audible Public Address System emergency broadcast successfully during normal working hours in all HCHB common areas."</p> <p>Is it the Government's intent that the contractor will receive requests to make Public Address System emergency broadcast notifications and that the contractor will make the announcements on behalf of the Government?</p> <p>If not, is the contractor's only responsibility to ensure that Public Address System emergency broadcasts can be heard in all public areas during normal working hours?</p>

128	Section C.4.3 Task 3, page 23	<p>The TOR states: <i>“Trouble ticket receipt may be by referral from the OCIO IT Service Desk, direct to Contractor’s staff, or from other sources. Request may be received from other customers within HCHB as other service desks exist within HCHB.”</i></p> <p>What other service desks exist within HCHB?</p> <p>Are there requirements for the OCIO IT Service Desk to make requests of these service desks?</p> <p>Do the other service desks utilize the same ServiceNow system that is used by OCIO IT Service Desk?</p>
129	Section L.7.2.b., page 86	<p>The TOR states: The offeror’s knowledge of the <u>core technologies</u> mentioned in this TOR...</p> <p>Can the Government identify the technologies considered to be “core technologies”?</p>
130	Section L.7.2.c., page 87	<p>The TOR states: All Key Personnel meet the requirements of the TO under Section H, including security clearance requirements</p> <p>Can the Government identify the technologies considered to be “core technologies”?</p>
131	Section J, Attachment B - Master SLA Document	<p>The SLA for <i>Audio Conference/Calling Card</i> (line 14 of the spreadsheet) does not have any information in the Response, Resolution or Total Time columns.</p> <p>Can the Government provide these times?</p>

132	Section J, Attachment G, <i>Key Personnel Qualification Matrix</i>	<p>The Key Personnel Qualification Matrix includes a table to be filled out by the offeror. It is somewhat unclear how to properly fill in the this matrix</p> <p>Can the Government provide additional instruction on what information is to be provided in the table (specifically the)?</p> <p>Should the “Requirements” column list the “functional requirements” the Key Person performed?</p>
133	General	What is DOC’s typical interpretation of annual hours?
134	General	<p>Solicitation indicates that there may be modifications to handle surge requests 2-3 times per year. Can the government provide additional details on the level of increased activity during these surge periods? What percentage increase in call volume is anticipated during these periods? What is the associated level of new tickets requiring technical assistance are expected during these periods?</p>

Answers
No Tier 1 after hours.
Government will provide accommodations for Tier 1 onsite.
IT Service Desk (ITSD) uses a combination of Landesk and Remote Desktop Protocol. Landesk does not work with PIV enforced workstations so
Each month, there is an average of 80 Network Port Activation tickets. Not all of these ports activation ticket required the installation of new cable. Support with could be installing a patch
The contractor will not be responsible for providing and printing the CAC or PIV cards. The contract staff within DOC.
We utilize LANDesk Management Suite. This includes the modules to Push Software and
Primary duties is to respond to calls or emails and respond to incidents/requests immediately if possible. Demand for off hour support is highest
Cisco Contact Center Enterprise is used for Automatic Call Distribution. Yes, the contractor shall manage this ACD system.
Timeline is TBD pending budget approval.
These are maintenance and support renewal of the tools and products that support the IT Service, Systems Admin, NOC and SOC Operations.
Vendor selection process should follow government procurement best practices, i.e., contractor should obtain at least 3 quotes and selection of the lowest cost when it is time to renew the tools maintenance and support renewal contracts.
Same as above

Contractor shall assist the government in developing modernization/optimization roadmap for services improvement which could include new hardware/tools that provide better performance and improve efficiency.
Contractor shall assist the government in developing modernization/optimization roadmap for services improvement which could include new hardware/tools that provide better performance and improve efficiency.
We have limited redundant capability in the Cloud. Most redundant capability is limited to Active Directory related services.
no
Contractor will not have representation in the Enterprise Architecture Advisory Group. However, contractor from time to time may have opportunity to provide input or feedback.
Yes. APC for equipment rack.
Cisco Codec
Current modules include: Incident Management Problem Management Change Management Service Catalog Knowledge Management
Effort consists at minimum annually and with any major change to the configuration and security of the network.
HCHB SOC ==> ESOC/IR ==> US CERT
No, this is limited to OS, ESA, EDA, and MBDA. However, HCHB SOC may receive actions to implement remedial actions on any tools managed by the HCHB SOC.
Support is provided to bureaus utilizing the HCHB Network

<p>The only infrastructure that is within scope is that of the Office of the Secretary (OS) Active Directory environment. ESA, EDA and MBDA are child domain within the OS forest level domain. Also, the NOC and SOC domains fall under the OS forest level domain.</p>
<p>Contractor will not be responsible for managing the other DOC bureaus Active Directory environment.</p>
<p>Base Security GPO's are not often updated, perhaps 2 or 3 times a year. Other GPO's may be added or updated on average 4-5 times a year.</p>
<p>Microsoft's built in suite of Administration tools, in addition the Administrators use Hyena as well.</p>
<p>Microsoft's built in suite of Administration tools, in addition the Administrators use Hyena as well.</p>
<p>Past surge projects include Windows 7 Upgrade and laptops refresh for a business unit within the Office of Secretary with 150 users. Other past surge project includes Building Renovation Project to provide support with the installation of new network cables to provide network connectivity to customers impacted with the decommissioning of Telco closets that are undergoing renovation. Future projects could be Windows 10 Upgrade as well as on-going Renovation supports.</p>
<p>Reporting and remediation of security incidents are handled in coordination with the ESOC. The ESOC coordinates with US CERT on behalf of all of DOC.</p>

Potential breaches refers to suspicious or anomalous activity. Security events is referred to as triggered actions discovered in security monitoring tools.

HSPD-12 Implementation Support scope is limited to the user population supported by Office of Secretary which is about 1500 users. PIV Enablement is fully deployed. PIV Enforcement is currently at 85%. Contractor shall provide daily PIV Operations and Maintenance Support.

Security audits are recurring annually at minimum; FISMA reports are quarterly.

Estimated 6-8 POA&Ms issued annually.

24/7/365 support is provided to the DOC secretary and staff. It involves one member available by phone and email to respond and assist as soon as possible. Most after hours support is provided during travel.

Security incidents are not broken down into more subcategories.

Sunflower System is DOC's Asset Management System for complying with mandated property control and accountability requirements.

Support of the SunFlower System is outside the scope of this contract. Contract is expected to work with Property Custodian to ensure that new equipment is properly tag with DOC barcode and to notify Property Custodian when equipment is move to different location in the HCHB Campus. Contractor shall assist Property Custodian locate/track equipment for Annual Scanning.

LAN incident includes password resets, account configuration, account unlocks, Active Directory, network drive mapping, PIV enforcement and other. NOC incidents pertain to firewall, ports, printers, share drive management, remote desktop support, WIFI and other.
Splunk was deployed as a pilot with the most recent network refresh. Thi will also be deployed as part of the DHS Continuous Diagnosis and Mitigation (CDM) Program currently in progress at DOC. There is not plan to decommission McAfee at this time.
Splunk is currently deployed as a limited proof of concept. Additional efforts are underway through the DHS CDM Program.
Accellion SFT support entails granting users the ability to send encrypted documents. In order to be able to send encrypted file, users have to register. If after 30 days of non activities, this right is revoked automatically. Once revoked if the users have the need to send document, users would have to submit a ticket to have this ability restored. All users can access Accellion SFT system to retrieve encrypted documents sent from an authorized Accellion users.
Accellion Secure File Transfer, soon to be replaced by Accellion Kiteworks.
Windows incident includes password resets, account configuration, account unlocks, network drive mapping and other.
Empty category is the result of techs not completing the subcategory either as an omission or not selecting other when no subcategory matches.
NOC incidents pertain to firewall, ports, printers, share drive management, remote desktop support, WIFI and other.

<p>LAN incident includes password resets, account configuration, account unlocks, Active Directory, network drive mapping, PIV enforcement and other. NOC incidents pertain to firewall, ports, printers, share drive management, remote desktop support, WIFI and other.</p>
<p>All Incidents by Priority and by Tier reports included incidents supported by Tier 3 external to OCIO. Vendor is advised to go with highest number for total tickets.</p>
<p>Tier 1 = 9530 Tier2/3= 17418</p>
<p>These metrics are not available due to inaccurate data. Please refer to SLA for agreed standards for incident resolution.</p>
<p>Call abandon element is when the customer ends the call while in queue. Call wait times at the ab</p>
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<p>Contractor shall document baseline configuration and any configuration changes to these baselines. Additionally, contractor shall develop SOPs related to the daily operations for the PIV system.</p>

The Network Operations Center (NOC) supports OIG regional office located in Atlanta, Denver, Seattle and Silver Spring, MD. The NOC monitors the circuits that interconnect these offices to HCHB. The NOC also manages the local network switches and routers in these offices. The NOC also supports EDA regional offices located in Philadelphia, Seattle, Atlanta, Austin, Chicago and Denver. Verizon monitors the circuits for these offices. The NOC manages the local network switches in these offices.

The number of new cables installation average about 15 per month.

Yes; all maintenance work whether routine or emergency must be approval by the Government Task Manager.

Yes

Yes; however all maintenance must be approved by the Government Task Manager.

IITSDN should be replaced with ISDN for Integrated Service Digital Network.

The scope of this work is included as O&M. The need for this support is based on tickets received from customers for adding and removing analog, DID, DSL, lines. The NOC installs the lines on an as needed basis and provides consultation on line configuration. The follow-on contract support for transition will include identifying and validating all lines in the inventory as well as supporting any cutovers of circuits/lines to the follow-on GSA contract if required.

Renovation related support reviewing and providing feedback to documents or drawing affecting network connectivity average about 3 to 4 hours per month.

The current Call Distribution System is Government Owned, Contractor Operated.

Cisco Contact Center Enterprise is used for Automatic Call Distribution.

Unified Contact Center Enterprise Version 9.0, Runs on Windows 2008 Enterprise R2 Server, Installed as Virtual Guest Machine on UCS 240-M3.

The system supports 450 agents.

The system is 100% custom for the DOC. This includes call routing scripts, IVR logic and recorded prompts.

Contractor is expected to support the current in premises ACD.

Interactive Voice Response Version 10.6, Runs on Red Hat Enterprise Linux 4 Server, Installed as Virtual Guest Machine on UCS 240-M3. This is a required system for the DOC and handles prompt, collect and queueing for the call centers.

The VTC Gateway/Bridge is supported by DOC Bureau of Industry and Security (BIS) who serves as the VTC Gateway Service Provide for the HCHB Campus. Our office is responsive for ensuring that the audio visual equipment and local VTC codec are operating properly. There are 9 large conference rooms with audio visual capabilities (devices, ceiling mounted microphone and cameras) and have 9 hardware Cisco codec units. There are 29 smaller conference rooms with audio visual capabilities without hardware based codec. On average less than 2 VTC sessions requiring the use of the hardware Cisco codec take place per month in the 9 large conference rooms. Users perform self service audio visual and conferencing/collaboration when in the 29 smaller conference rooms.

The list of contractor-owned systems will be provided to the awardee. There are no requirements for the contractor to stand up a remote site at this time.

We currently have 13 systems categorized at the FISMA moderate level and 1 at the FISMA low level. 4 out of the 13 are contractor owned/operated.

Approximately 1500 workstations and laptops in use. 275 network printers, I don't have visibility into local printers/scanners or how many of the network printers are MFP's with scanner capability. No blackberry's.

The duration will be based on the archiving cost and dependent on available budget.

There is a separate contract currently in place for contractor to provide this service.

The number of users across Office of the Secretary and three bureaus are roughly around 1200 users. All four bureaus use the standard image with slight modification for each of the bureau due to their mission enabling applications that are different across all four bureaus.

We are currently in Phase 4 of an 8 phase project. As the areas are renovated, new technologies currently not available in the unrenovaed areas are being provided such wireless network, IPTV, centralized Business Center with multi-functional devices.

New request for service that our office supports such as VPN account for a new user who needs to be able to establish connection to HCHB when he/she is working from home.

Yes

An incident is an issue or problem that the user is encountering and a resolution is required to fix the issue or problem.

OCIO has certain project management templates already delivered such as the Project Plan and Project Charter documents. Vendors are encouraged to provide other templates and SOPs that will project success.

We current use Microsoft Visio. Current HCHB network infrastructure drawing is one of the artifacts that are available for vendors to review in the Reading Room.

The Government is the customer of the contract. The vendor will submit trouble tickets and communicate outages with the vendor.

Access control to the Data Center is via card readers. The card readers are managed by the Building Office of Security. The Government Task Manager is authorized to add or remove personnel to the Authorized Access list.

Yes

During annual COOP Exercise, the NOC may be asked to provide comments/responses to inquiries regarding Network Operations availability and reconstitution effort.

No.

No.

For procurement that is not in scope with the ODC CLIN, Contractor shall give requirements to the Government Task Manager who will then work with Office of Acquisition to procure the required hardware or services.

Attributes include ability to open and submit ticket without calling or emailing the Service Desk.

No. The current vendor support will be in place.

One ITSD tech is on call at a time with federal staff also available. No unique devices or hardware. It includes both on-site and off-site support. Off-site support is provided remotely.

Unknown; analysis of the various applications would need to be performed. Existing PKI infrastructure is HID. We use ServeE software on all of the Domain Controllers. The reader card software is Active Identity.

No; full requirement for Cloud related services are still under discussion.

All options will be considered. Alternative analysis for the different options with recommendation that is best suited for our environment will be documented so government consideration.

No

Yes, the abandonment metric measured the number of times the customer hung up on their call while in queue.

SLA performance would not be relevant due to inaccurate data.

Innovations refer to hardware, software and processes.

Tier 0 is in the form of Self-Service to open and track requests and access limited knowledge base articles available in ServiceNow.
ITSD provides limited support for COTS, install/deinstall, access. Support at the customized level is provided by Tier 3 within OCIO.
The 9 large conference rooms are outfitted with Cisco Codec.
Tier III support is provided by other federal and contract staff within DOC.
We utilize LANDesk Management Suite. This includes the modules to Push Software and Remote Control Workstations as well as the Inventory module
It entails having one ITSD tech oncall to respond to calls, emails from DOC secretary and staff. The tech is expected to address the problem as soon as possible. After hours support is mostly needed during travel.
Cisco Contact Center Enterprise is used for Automatic Call Distribution. Yes, the contractor shall manage this ACD system.
Timeline is TBD pending budget approval.
These are maintenance and support renewal of the tools and products that support the IT Service, Systems Admin, NOC and SOC Operations.
Vendor selection process should follow government procurement best practices, i.e., contractor should obtain at least 3 quotes and selection of the lowest cost when it is time to renew the tools maintenance and support renewal contracts.
The network and security equipment has been upgraded within the last couple of years.
No at this time. Contractor shall assist the government in developing modernization/optimization roadmap for services improvement which could include new hardware/tools that provide better performance and improve efficiency.

Contractor shall assist the government in developing modernization/optimization roadmap for services improvement which could include new hardware/tools that provide better performance and improve efficiency.
Multiple tools are used to support operations. The list of tools are provided in the Reading Rooms.
We have limited redundant capability in the Cloud. Most redundant capability is limited to Active Directory related services.
No.
Contractor will not have representation in the Enterprise Architecture Advisory Group. However, contractor from time to time may have opportunity to provide input or feedback.
Past surge projects include Windows 7 Upgrade and laptops refresh for a business unit within the Office of Secretary with 150 users. Other past surge project includes Building Renovation Project to provide support with the installation of new network cables to provide network connectivity to customers impacted with the decommissioning of Telco closets that are undergoing renovation. Future projects could be Windows 10 Upgrade as well as on-going Renovation supports.
User account information as it pertains to HSPD-12 implementation.
Commercial entities are Health and Fitness Center, Child Day Care Center, PaperClip store and the Cafeteria Food Vendor that are located in the HCHB Campus. They are using HCHBNet Voice phones (less than 15 phones in total). Remote sites support include monitoring the circuits and daily operations and maintenance of the network switches and routers in these offices.
No dedicated network connection with commercial entities to HCHBNet.

Commercial entities only use HCHBNet Voice services.

BOYD is not supported currently.

Cisco SmartNet support will be purchased via a separate contract and will not be reimburseable under the ODC CLIN. Contractor shall assist the government with the renewal by ensuring the appropriate SmartNet level of services are selected for the network equipment.

Contractor shall assist the government with coordination and testing.

SCIF support is outside the scope of this contract.

Yes, document has been provided as an attachment.

Contractor shall provide risks registry with projects that they are managing.

The risk registry are maintained by the contractor and shared with the Government Task Manager.

Contractor interact with Shared Services Organization is minimal. If required attendance is sought, contractor shall attend meeting with Government Task Manager.

Yes.

There may be other contractors supporting other OCIO offices outside of the Office of IT Services. Contractors are expected to collaborate in information sharing for project success.

The requirements listed in the TOR are the only requirements for the PMP.OCIO has certain project management templates already delivered such as the Project Plan and Project Charter documents. Contractor is encouraged to provide other templates and SOPs that will project success.

The HCHB Emergency Operations Center (EOC) is responsible for making emergency broadcast notifications. The contractor shall be responsible for ensuring that the PAS emergency broadcasts can be heard in all public areas during normal working hours.

Four other ITSDs exist within HCHB. Referral are made to other ITSDs but OCIO ITSD does not open requests in their systems. No, other ITSDs are not all using ServiceNow or even the same version if on ServiceNow.

Contractor is expected to have the skills and be knowledgeable of the tools and products to support the operations identified under the TOR.

Contractor is expected to have the skills and be knowledgeable of the tools and products to support the operations identified under the TOR.

Calling Card is no longer offered. SLA For Audio Confernce shall be 3 business days. Government VoIP Manager is the primary POC. The NOC staff serves as the Backup in the event the primary POC is unavailable.

The only key personnel identified is the project manager. If the vendor can cite how the information satisfies the requirements stated at the task and/or subtask level for the project manager.

Annual hours is defined as 1920 hours.

Past surge projects include windows 7 Upgrade and laptops refresh for a business unit within the Office of Secretary with 150 users. Other past surge project includes Building Renovation Project to provide support with the installation of new network cables to provide network connectivity to customers impacted with the decommissioning of Telco closets that are undergoing renovation. Future projects could be Windows 10 Upgrade as well as on-going Renovation supports. Surge requests are scheduled activities that do not increase the number of calls or tickets during the surge.